

E-message
Summer 2013



Customer Connect Now Offers eDocuments

Would you like to have your child support information right at your fingertips? It's fast, easy, and ready when you are. View, save, and print your child support documents online instead of receiving them by mail.

To enroll, visit www.childsup-connect.ca.gov. Login to your account, click the **My Profile** tab, and select **eDocuments enrollment**. You may also call **866-901-3212** or TTY 866-223-9529 toll free.



Alternative Payment Methods

Do any of the statements below apply to you?

- I am self-employed or unemployed.
- I have a credit card or a bank account.
- I wish to set up recurring payments through my credit card or bank account.
- I don't have an SSN but I do have an ITIN (Individual Taxpayer Identification Number).
- I want to avoid mailing in a check every month.

The DCSS would like to provide you all the options available in making your monthly child support payments. Please contact **866-901-3212** or go to www.sandiegochildsupport.org and then click on the **Make a Payment** button.

Newsletter Wins Statewide Award

The San Diego DCSS is proud to report that the California Child Support Directors Association (CSDA) recently honored this customer e-message series. This online newsletter, which is sent quarterly to approximately 50,000 case participants, earned San Diego the annual CSDA Program Awareness Award. The award recognizes the county child support agency that raises community awareness about services offered and creates a positive public image of the program.



Summer Travel Alert

Are you planning a trip or just driving around town this summer? Your child support payment status can have an impact on your passport and drivers license. Having your license suspended or your passport revoked could really put a damper on your busy summer vacation plans! Don't wait until you are packed and ready to go to find out you have a problem!

Contact the DCSS today to bring any past-due balances current, catch up on a payment plan, or make arrangements to start a payment plan. If you are involved and aware of the impacts of nonpayment, you can work on staying up to date and your summer vacation plans will be good to go!



DCSS Helping Veterans

Each July, the Veterans Village of San Diego holds a three-day event, known as Stand Down, to help homeless veterans get a variety of free services, including shelter, medical care, substance abuse recovery, and legal assistance.

For the fifth consecutive year, the DCSS will collaborate with the Superior Court, Thomas Jefferson School of Law Veterans Clinic, and the Family Law Facilitator to set up a full day of court hearings to help veterans address their child support cases. The hearings provide veterans with immediate results, such as modifications of orders or license suspension releases. The DCSS' participation in the Stand Down helps veterans deal with their cases in a non-threatening and encouraging environment so they have one less barrier to getting back on their feet.

Did You Know?

A child support order issued in California continues until the child reaches 18, unless he or she is still a full-time high school student. Support for students over 18 ends when they complete 12th grade or turn 19, whichever comes first. Keep in mind, the full amount is due in the birth or graduation month. Support is not prorated. As graduation season approaches, make sure to keep your case manager informed of your child's circumstances.

Upcoming Office Closures

All County offices, including DCSS, will be closed in observance of the following holidays: July 4, 2013, Independence Day & Sept. 2, 2013, Labor Day

Our Mission:

To enhance the lives and well-being of children and promote family self-sufficiency by establishing and enforcing support orders.

Office Locations:

Downtown Courthouse

220 West Broadway, San Diego, CA 92101
Open 7:30 AM – 4:00 PM, Monday – Friday
www.sandiegochildsupport.org

North Central Family Resource Center

5055 Ruffin Road, San Diego, CA 92123
Open 8:00 AM to 5:00 PM, Monday - Friday
(Accepts credit card payments only)

Vista Courthouse Complex

325 South Melrose Dr., Vista, CA 92081
Open 7:30 AM to 4:00 PM, Monday - Friday
(Enter through Traffic Court Annex by 3:30 PM)